

## Helpful Hints for MassHealth Members When Using Your Medicare Prescription Drug Plan at the Pharmacy

### **You should bring:**

- ☒ Your Medicare Prescription Drug (Medicare Part D) plan card or Welcome Letter
  - ☒ Your MassHealth card
  - ☒ Your Medicare card
  - ☒ Your photo ID (like your driver's license)
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- Make sure you show the pharmacist your Medicare Prescription Drug (Medicare Part D) plan card and your MassHealth card. If you are enrolled in Neighborhood Health Plan, you should also bring your Neighborhood Health Plan card with you.
  - If you don't have your Medicare Part D plan card yet, show the Welcome Letter from your Medicare Part D plan and your MassHealth card.
  - If you do not have a Medicare Part D plan card or a Welcome Letter, show your MassHealth card, Medicare card, and photo ID. The pharmacist should be able to tell you the plan that you are enrolled in.
  - If the pharmacist cannot identify the right plan to bill, or you are not enrolled in a Part D plan yet, the pharmacist should bill the Anthem Prescription LLC (Wellpoint) system.
  - Starting January 6, 2006, as a temporary solution, pharmacies can bill MassHealth if they are unable to bill a Medicare Part D plan or the Anthem Prescription LLC system.

**NOTE:** If you sent in your application for a Medicare Prescription Drug (Medicare Part D) plan or if you changed your plan in mid- to late-December, you might not be enrolled in that plan yet. Call your plan's customer service phone number to find out if you are enrolled and ask for your enrollment confirmation number.

If you need help to choose a plan or to find out if you are enrolled in a plan, call the SHINE Program at 1-800-AGE-INFO (1-800-243-4636).